



## **MSCIS Online Facilitator Responsibilities**

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We view course facilitators as online ambassadors, responsible for overseeing their assigned students, stimulating and guiding discussions, answering student questions on course content, and being an inspiring presence in the class. This means logging into the class frequently, contributing to the discussion boards, answering student questions in a timely manner, escalating issues to the instructor when appropriate, and being a general resource for the students. Important course dates (exams, assignments, etc.) are established in advance by the instructor. Facilitators are not responsible for, nor should they change dates or other course settings or course content unless so requested by the instructor.

### **Specific Responsibilities**

1. Login to the course 1 week prior to facilitating to become familiar with the content.
  - Be alert for any bugs in the course and report them to the instructor.
2. A facilitator's primary responsibility is to support one group of up to 15 students.
  - Facilitate the course and login to interact and monitor the course six out of seven days per week. You should arrange for another facilitator to cover for you on days when you cannot login.
  - Respond to student emails, requests and discussions in a timely fashion. It is sufficient to login and respond to emails morning and evening. If you cannot respond to emails within twenty-four (24) hours you should inform your instructor so that arrangements can be made for another facilitator to cover for you.
  - Assist students in their achievement of course objectives.
  - Mentor and assist students through daily communication using course email and discussions and via telephone if appropriate.
  - Act as the first line of response for student inquiries regarding course-related issues. Contact the instructor of record for clarification if assistance is required.
  - Moderate chat, Wimba or other synchronous sessions if requested to do so by the instructor; this is not common.
  - Moderate and guide students in discussion forums. Ensure content is appropriate and on topic. Inform the instructor of record and Student Services of any inappropriate content.
  - Grade assignments, quizzes and exams submitted by students as outlined by the instructor of record, and post the grades to the online gradebook.
3. Participate in weekly faculty conference calls.
4. When the instructor of record requests it, submit suggested course grades and grade comments.

## **Becoming a Facilitator**

Facilitators are selected by the instructor of record for each individual class. Once selected, the Office of Distance Education initiates a contract and arranges for training. Facilitator candidates must successfully complete an online facilitator training course, which introduces the WebCT Vista learning management system, the organization of our courses, and online facilitation skills. Successful completion of online facilitator training usually requires about 10 hours over two weeks.

Facilitators may be enrolled in a course as a reserve facilitator, to provide them an opportunity to learn the course before they have responsibility for a group of students. We have found this to be a very effective way to further prepare facilitators, because it immerses them in a live running course, with all of the access afforded active facilitators. Reserve facilitators are not required to perform any tasks while the course is running, and are not paid for facilitating unless they are called into active service. Most courses have at least one reserve facilitator.

## **Payment**

Active facilitators are paid \$2500.00. This amount is divided into two equal payments. One is made at the next pay period immediately following the beginning of class period. The second payment is made at the pay period closest to the end of class. Questions regarding payment can be directed to the Metropolitan College Finance Office.